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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/786,913	02/25/2004	Bruce M. Coughlin	2003P02864 US01	5382

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Siemens Corporation
Intellectual Property Department
170 Wood Avenue South
Iselin, NJ 08830

EXAMINER

PHAM, MICHAEL

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PAPER

Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

Office Action Summary	Application No. 10/786,913	Applicant(s) COUGHLIN ET AL.	
	Examiner MICHAEL D. PHAM	Art Unit 2167	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 03 January 2008.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-3 and 16-30 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-3 and 16-30 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
2. ☐ Certified copies of the priority documents have been received in Application No. _____.
3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|--|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413) |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | Paper No(s)/Mail Date. _____ |
| 3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO/SB/08) | 5) <input type="checkbox"/> Notice of Informal Patent Application |
| Paper No(s)/Mail Date _____ | 6) <input type="checkbox"/> Other: _____ |

Detailed Action

Continued Examination Under 37 CFR 1.114

1. A request for continued examination under 37 CFR 1.114, including the fee set forth in 37 CFR 1.17(e), was filed in this application after final rejection. Since this application is eligible for continued examination under 37 CFR 1.114, and the fee set forth in 37 CFR 1.17(e) has been timely paid, the finality of the previous Office action has been withdrawn pursuant to 37 CFR 1.114. Applicant's submission filed on 1/3/08 has been entered.

Status of claims

2. 1-3 and 16-30 are pending.
3. 1-3 and 16-30 have been examined.

Claim Rejections - 35 USC § 102

4. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(b) the invention was patented or described in a printed publication in this or a foreign country or in public use or on sale in this country, more than one year prior to the date of application for patent in the United States.

5. Claims 1-3 and 16-30 are rejected under 35 U.S.C. 102(b) as being anticipated by U.S. Patent Application Publication 2002/0123983 by Riley et. al. (hereafter Riley).

Claim 1:

Riley discloses the following claimed limitations:

“matching data elements from multiple systems in an integrated services system wherein each of said multiple systems has a unique identifier within said integrated services system;”[Figure 2 elements 23-29. Figure 2 element 21. 0039, an incident is defined as an issue that can be resolved using business and product knowledge at the first level of support. 0105, all service requests should be assigned a unique identification number or ticket ID. Accordingly, matching data elements (issue that can be resolved) from multiple systems (figure 2 elements 23-29) in an integrated services system (fig. 2 element 21, service desk) wherein each of said multiple systems has a unique identifier within said integrated services system (unique identification).]

“categorizing said matched data elements to create standard tables that contain information to be used to monitor and measure provided integrated services; and” [0106, Figure 6 is a flow chart for a method of logging and categorizing requests for service. 0113, categorize the types of problems that service desk operators and experts may face. 0107, the service request is then categorized and the type of service requested is determined. A priority is then assigned to the request. 0122, Figure 8 is a chart 80 listing examples of impact of an affected process. 0140, usually a tracking tool enables a target resolution time to be specified depending on the priority. Accordingly, categorizing said matched data elements (0113, categorize the types of problems) to create standard tables that contain information (figure 8, impact chart) to be used to monitor (0140, tracking) and measure (0122, impact) provided integrated services (services)]

“generating an integrated services report from said standard tables.”[0137, an assignment to a high level is made through a notification. Accordingly, generating an integrated services report (notification) from said standard tables (figure 8, impact chart).]

Claim 2:

Riley discloses the following claimed limitations:

“categorizing incidents reported to a service desk, each incident being categorized by a respective host system;”[Figure 2, service desk operation. 0106, categorizing requests for service. Accordingly, categorizing incidents reported to a service desk (0106, categorize requests for service), each incident being categorized by a respective host system (figure 2, service desk operation)]

“using a bridge to map data from other host systems, said mapped data being related to said categorized incidents and financial information;”[Figure 2 elements 23-29 and 22. 0106, categorizing requests for service. 0033, storing and retrieving problems and solutions for problems. 0033, a finance organization utilizing service desk. 0029, service desk proactively providing relevant information to users and other parties. Accordingly, using a bridge (figure 2 element 22, central service desk repository) to map data (resolutions for problems) from other host systems (figure 2 elements 23-29), said mapped data (problems and solutions for problems) being related to said categorized incidents (categorize requests for service) and financial information (finance)]

“utilizing said mapped data to further categorize and resolve said incidents;”[0094, A service desk operator tier 1 personnel, may attempt to resolve the problem, possibly by checking for solutions in a central service desk repository or database. If the tier 1 personnel cannot resolve the user’s request or problem on the spot the request may be placed into the queue for assignment. 0033, storing and retrieving problems and solutions for problems. Accordingly,

utilizing said mapped data (problem) to further categorize (0094, if resolved no need to go to further tier) and resolve said incidents (resolve problem)]

“generating reports based on said mapped data related to said categorized and/or resolved incidents; and”[0096, lessons learned or other valuable tips or knowledge edge may be stored in the service desk repository or other database for future use. 0098, reports generated or data collected may be stored in a central service desk repository. 0033, storing and retrieving problems and solutions for problems. Accordingly, generating reports (generating reports) based on said mapped data (problems and solutions for problems) related to said categorized and/or resolved incidents (problems)]

“integrating said reports into continuous information technology services improvement programs.”[0047, to continuously improve IT service delivery to end users. 0096, lessons learned or other valuable tips or knowledge edge may be stored in the service desk repository or other database for future use. . 0098, reports generated or data collected may be stored in a central service desk repository. Accordingly, integrating said reports (reports stored) into continuous information technology services (IT service) improvement programs (future use)]

Claim 3:

Riley discloses, “wherein said reports provide information associated with the costs of fixing an information technology services problem related to at least a subset of said reported incidents”[0096, such metrics include the clock or calendar time from request to resolution confirmation, resources expended and the like.].

Claim 16:

Riley discloses “wherein said multiple systems are host systems comprising a help desk system, a dispatch/logistic/invoicing system, a financial system and a data warehousing system.” [figure 2, elements 21 service desk (help desk), 23 sales (a dispatch/logistics/invoicing system), 27 financial (financial system), 22 central service desk repository (data warehousing system)]

Claim 17

Riley discloses “wherein said host systems further comprise a password reset system, an acquisition data processing system, a network management system, a knowledge base system and an asset tracking system.” [0029, password reset (password reset system), 0098, reports generated or data collected may be stored in central service desk repository (acquisition data processing). 0104, knowledge databases (a knowledge base system). 0203, network management (network management), 0032, asset management (asset management)]

Claim 18

Riley discloses “wherein data from said multiple systems are tied together in a warehousing system.”[figure 2, element 21]

Claim 19

Riley discloses “wherein said unique identifier relates different data associated with a specific customer.”[0105, all service requests should be assigned a unique identification number or ticket ID. This number is given to the service desk customer.]

Claim 20

Riley discloses “wherein said warehousing system categorizes said matching data elements.”

[figure 2, element 21. 0110-0111, Service request categorization is done by service desk tools.]

Claim 21

The method of reporting of claim 20, “wherein said warehousing system generates said integrated services report, said method further comprising improving said monitored integrated services responsive to said information contained in said standard tables in said generated integrated services report.”[0098, reports generated or data collected may be stored in a central service desk repository. 0047, to continuously improve IT service delivery to end users. Figure 8, impact chart. Accordingly, wherein said warehousing system generates said integrated services report (generate report), said method further comprising improving said monitored integrated services (improve it service delivery) responsive to said information contained in said standard tables (figure 8) in said generated integrated services report (generated report)]

Claim 22

Riley discloses “wherein said generating integrated services report includes real time information.”[0096, metrics include the clock or calendar time from request to resolution confirmation]

Claim 23

Riley discloses “wherein said generating integrated services report includes near real time information.” [0096, metrics include the clock or calendar time from request to resolution confirmation]

Claim 24

Riley discloses "wherein said host systems comprise a help desk system, a dispatch/logistic/invoicing system, a financial system and a data warehousing system." [figure 2, elements 21 service desk (help desk), 23 sales (a dispatch/logistics/invoicing system), 27 financial (financial system), 22 central service desk repository (data warehousing system)]

Claim 25

Riley discloses “wherein said host systems further comprises a password reset system, an acquisition data processing system, a network management system, a knowledge base system and an asset tracking system.” [0029, password reset (password reset system), 0098, reports generated or data collected may be stored in central service desk repository (acquisition data processing). 0104, knowledge databases (a knowledge base system). 0203, network management (network management), 0032, asset management (asset management)].

Claim 26:

Riley discloses “wherein a warehousing system maps said data and further categorizes and resolves said incidents” [0112, service request resolved and categorize incident. 0033, storing

and retrieving problems and solutions for problems especially repeated and troublesome problems and incidents. Figure 2 element 21, warehouse system]

Claim 27:

Riley discloses “wherein said warehousing system further relates different data associated with a specific customer.” [0105, all service requests should be assigned a unique identification number or ticket ID. This number is given to the service desk customer.]

Claim 28:

Riley discloses “wherein said warehousing system generates said reports” [abstract, service desk includes means for solving problems and incidents reports, and means for tracking and reporting service desk performance],

Claim 29

Riley discloses “wherein ;said warehousing system includes real time information in said generated reports.” [0096, metrics include the clock or calendar time from request to resolution confirmation]

Claim 30

Riley discloses “wherein said warehousing system includes near real time information in said generated reports.” [0096, metrics include the clock or calendar time from request to resolution confirmation]

Response to Arguments

6. Applicant's arguments filed 1/3/08 have been fully considered but they are not persuasive. Applicant's mainly asserted the following (lettered) :

A. Remarks, page 5-6, Riley does not disclose generating a report from said standard tables.

In response, the examiner respectfully disagrees that cited reference does not teach "generating a report from said standard tables." Riley discloses 0137 that the an assignment to a high level is made through a notification. The notification can be interpreted to be an integrated services report. That that priority is determined by impact. That the impact is disclosed in figure 8. Accordingly, generating an integrated services report (notification) from said standardized tables (figure 8) is disclosed.

B. Remarks page 5-6, As to an integrated service report, Riley discloses a customer survey is not an integrated service report.

In response, Riley further discloses a notification, as noted above. Riley therefore discloses an integrated service report.

C. remarks page 6, the cited references do not teach "using a bridge to map data from other host systems"

In response, Riley discloses the use of a central service desk repository. As seen in figure 2 this is a bridge between the service desk organization and the end user communities.

D. remarks page 6-7, an integrated service report is not disclosed.

In response, not only does Riley disclose a notification as noted above. Riley further discloses 0096 a report that provides such information as resources expended.

Conclusion

7. The prior art made of record listed on PTO-892 and not relied, if any, upon is considered pertinent to applicant's disclosure.

Contact Information

8. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Michael D. Pham whose telephone number is (571)272-3924. The examiner can normally be reached on Monday - Friday 9am - 5:00pm.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, John Cottingham can be reached on 571-272-7079. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

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